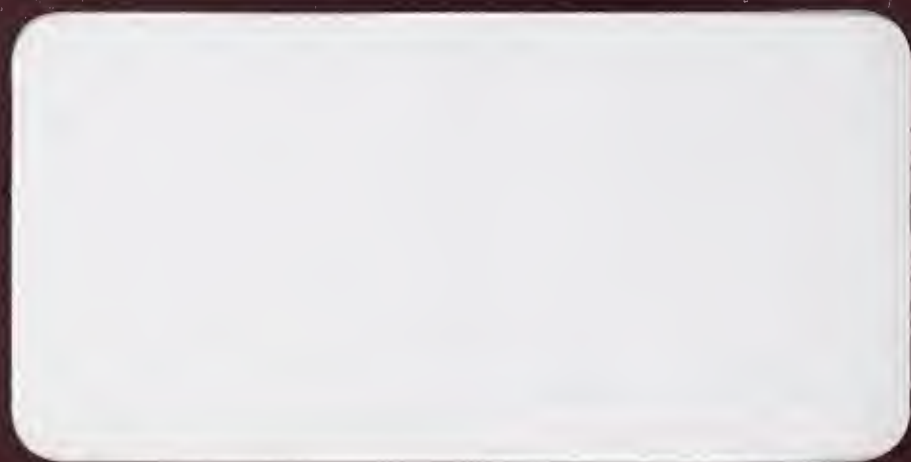


Analysis Of
User Satisfaction Surveys For

Computer Associates International

INPUT

march 1991



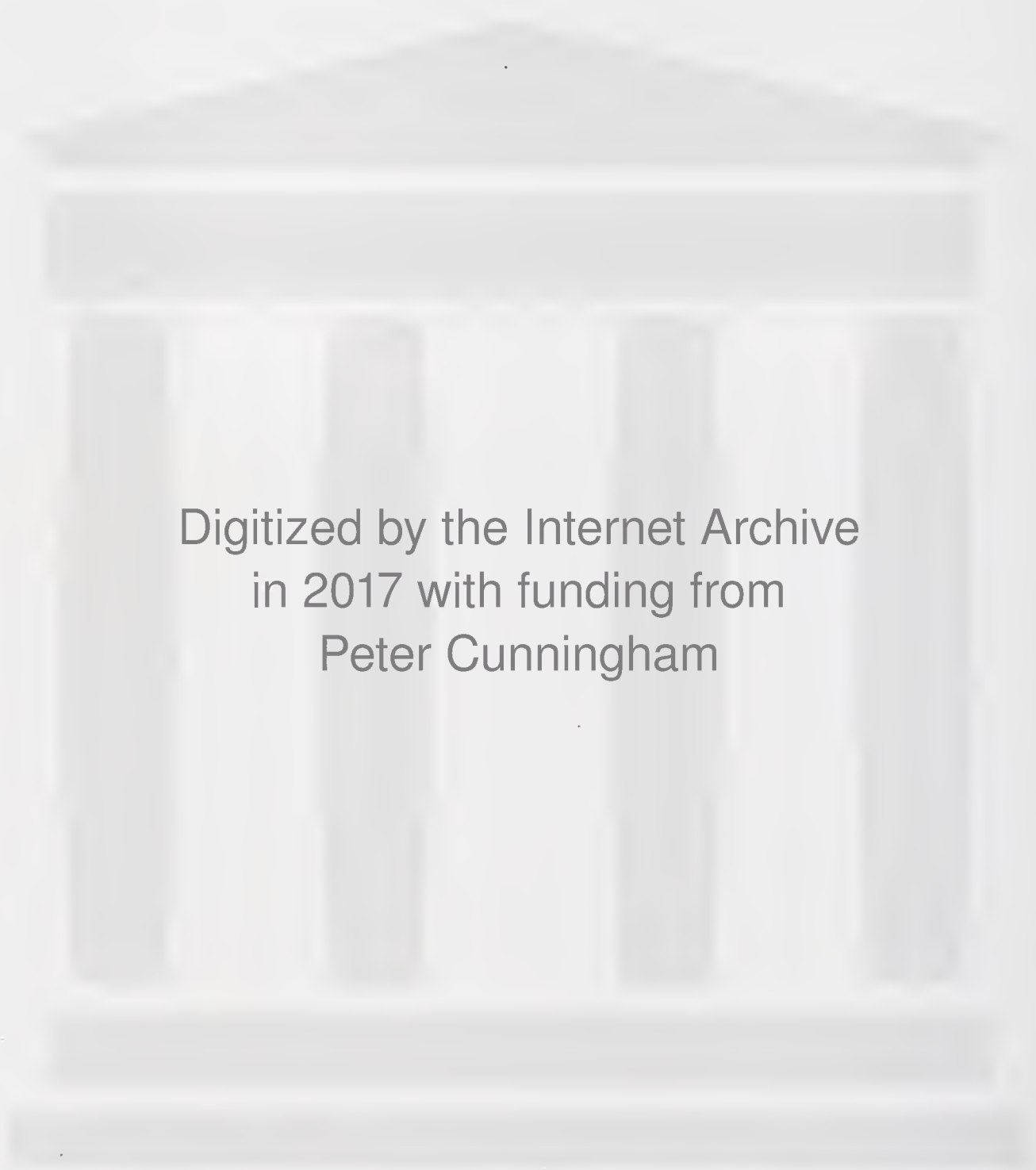
Analysis Of
User Satisfaction Surveys For

**Computer Associates
International**

Sample: 729

March 1991

INPUT[®]



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TOTAL RESPONDENT SAMPLE

1. ACCOUNT MANAGEMENT

	<u>Very Good</u>	<u>Good</u>	<u>Frequency</u> <u>Fair</u>	<u>Poor</u>	<u>No</u> <u>Resp.</u>	<u>Mean</u> <u>Rating</u>
1.1 Overall Relationship	18%	37%	18%	16%	11%	2.6
1.2 Freq. of Visits	10%	32%	21%	20%	17%	2.4
1.3 Knowledge of Co.	6%	30%	32%	22%	10%	2.2
1.4 Solution Ability	8%	40%	24%	15%	13%	2.5
1.5 Arrange for SE	18%	40%	16%	13%	13%	2.7
1.6 Communicate CA Phil.	14%	41%	18%	14%	13%	2.6
1.7 Client/Business Rel.	10%	36%	22%	18%	14%	2.4
1.8 Improvements in AM	10%	31%	18%	22%	19%	2.4

75% of the respondents knew the name of their Account Manager.

TOTAL RESPONDENT SAMPLE

2. PRODUCT SERVICE AND SUPPORT

	<u>Very Good</u>	<u>Good</u>	<u>Frequency</u> <u>Fair</u>	<u>Poor</u>	<u>No</u> <u>Resp.</u>	<u>Mean</u> <u>Rating</u>
2.1 Delivery Time	14%	43%	19%	6%	18%	2.8
2.2 Ease of Install.	6%	40%	27%	10%	17%	2.5
2.3 Implememtation Ease	4%	37%	30%	11%	18%	2.4
2.4 Qual.Prod. Train'g	4%	18%	17%	10%	51%	2.3
2.5 Telephone Support Availability	11%	40%	25%	8%	16%	2.6
Skill of Personnel	10%	38%	25%	9%	18%	2.6
2.6 On-site Tech Support Availability	3%	18%	13%	13%	53%	2.2
Skill of Personnel	5%	21%	11%	8%	55%	2.5
2.7 Escalation Proced.	5%	31%	25%	12%	27%	2.4
2.8 Prof. Services Availability	3%	12%	9%	4%	72%	2.5
Skill of Personnel	3%	14%	7%	3%	73%	2.6
2.9 Responsiveness-S/W	6%	32%	26%	15%	21%	2.4
2.10 Improve. in S/S	4%	23%	25%	14%	34%	2.2

TOTAL RESPONDENT SAMPLE

3. PRODUCT QUALITY

3.1 Systems Management Software

	<u>Very Good</u>	<u>Good</u>	<u>Frequency</u> <u>Fair</u>	<u>Poor</u>	<u>No</u> <u>Resp.</u>	<u>Mean</u> <u>Rating</u>
a. Functionality	18%	47%	8%	2%	25%	3.1
b. Integration	11%	42%	16%	5%	26%	2.8
c. Reliability	21%	44%	7%	3%	25%	3.1
d. Documentation	6%	34%	27%	7%	26%	2.5
e. Improv. in quality	3%	26%	22%	9%	40%	2.4

Respondents reporting types of Software

• Automated Production Control	31%
• Automated Storage Mgmt.	34%
• Performance Mgmt. Acc'ting	25%
• Data Center Admin	16%
• Security, Control & Audit	37%

3.2 Information Management Software

	<u>Very Good</u>	<u>Good</u>	<u>Frequency</u> <u>Fair</u>	<u>Poor</u>	<u>No</u> <u>Resp.</u>	<u>Mean</u> <u>Rating</u>
a. Functionality	12%	24%	5%	1%	58%	3.1
b. Integration	8%	24%	9%	1%	58%	2.9
c. Reliability	13%	24%	5%	1%	57%	3.1
d. Documentation	3%	22%	15%	2%	58%	2.6
e. Improv. in quality	3%	15%	11%	5%	66%	2.4

Respondents reporting types of Software

• Database Mgmt. Systems	29%
• Application Development	28%

TOTAL RESPONDENT SAMPLE

3.3 Business Application Software

	<u>Very Good</u>	<u>Good</u>	<u>Frequency</u> <u>Fair</u>	<u>Poor</u>	<u>No</u> <u>Resp.</u>	<u>Mean</u> <u>Rating</u>
a. Functionality	4%	13%	4%	1%	78%	2.9
b. Integration	3%	11%	5%	2%	79%	2.7
c. Reliability	4%	12%	5%	1%	78%	2.8
d. Documentation	2%	7%	8%	5%	78%	2.3
e. Improv. in quality	1%	5%	6%	5%	83%	2.1

Respondents reporting types of Software

· Financial Mgmt.	16%
· Banking Mgmt.	3%
· Manufacturing Mgmt.	4%
· Distribution Mgmt.	2%
· H/R Mgmt.	2%

TOTAL RESPONDENT SAMPLE

4. BUSINESS PRACTICES

	<u>Very Good</u>	<u>Good</u>	<u>Frequency</u> <u>Fair</u>	<u>Poor</u>	<u>No</u> <u>Resp.</u>	<u>Mean</u> <u>Rating</u>
4.1 Clarity/Compre.	4%	44%	25%	10%	17%	2.5
4.2 Pricing/Conditions	3%	26%	35%	20%	16%	2.1
4.3 Processing Speed	5%	43%	21%	12%	19%	2.5
4.4 Invoice Accuracy	4%	32%	20%	28%	16%	2.1
4.5 Ques/Prob.Resolution	3%	28%	20%	32%	17%	2.0
4.6 Improve. in Ques.	2%	24%	19%	26%	29%	2.0

TOTAL RESPONDENT SAMPLE

5. MANAGEMENT LEVEL COMMUNICATIONS

	<u>Very Good</u>	<u>Good</u>	<u>Frequency</u> <u>Fair</u>	<u>Poor</u>	<u>Not</u> <u>Seen</u>	<u>No</u> <u>Resp.</u>	<u>Mean</u> <u>Rating</u>
5.1 CA90s Book	6%	29%	10%	2%	30%	23%	1.7
5.2 CA Exec. Report	4%	29%	12%	1%	29%	25%	1.7
5.3 CA Insight	7%	45%	21%	2%	8%	17%	2.5
5.4 Prod. Announcements	7%	37%	20%	4%	13%	19%	2.2
5.5 Pricing Handbook	2%	29%	14%	1%	30%	24%	1.6
5.6 Support Handbook	5%	41%	15%	2%	17%	20%	2.2
5.7 Doc. Price Guide	1%	25%	10%	2%	36%	26%	1.4

TOTAL RESPONDENT SAMPLE

6. GENERAL

	<u>Very Good</u>	<u>Good</u>	<u>Frequency</u> <u>Fair</u>	<u>Poor</u>	<u>No</u> <u>Resp.</u>	<u>Mean</u> <u>Rating</u>
6.1 Business Ease	9%	37%	29%	19%	6%	2.4
6.2 Product Quality	13%	58%	22%	4%	3%	2.8
6.3 Staff Quality	9%	49%	30%	6%	6%	2.7
6.4 Svce/Support Qual.	9%	41%	33%	13%	4%	2.5
6.5 Responsiveness	7%	36%	35%	17%	5%	2.3
6.6 IS Req. Capability	4%	32%	26%	10%	28%	2.4
6.7 Improve. in Comm.	7%	30%	23%	21%	19%	2.3

ALL RESPONDENTS ANSWERING QUESTIONS

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
1.1	Overall Relationship	20%	42%	20%	18%	2.6
1.2	Freq. of Visits	12%	39%	25%	24%	2.4
1.3	Knowledge of Co.	7%	33%	35%	25%	2.2
1.4	Solution Ability	9%	46%	28%	17%	2.5
1.5	Arrange for SE	20%	46%	19%	15%	2.7
1.6	Communicate CA Phil.	16%	47%	21%	16%	2.6
1.7	Client/Business Rel.	12%	42%	25%	21%	2.4
1.8	Improvements in AM	12%	39%	22%	27%	2.4

87% of the respondents knew the name of their Account Manager.

ALL RESPONDENTS ANSWERING QUESTIONS

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
2.1	Delivery Time	17%	52%	23%	8%	2.8
2.2	Ease of Install.	7%	48%	33%	12%	2.5
2.3	Implementatation Ease	5%	45%	36%	14%	2.4
2.4	Qual.Prod. Train'g	8%	37%	35%	20%	2.3
2.5	Telephone Support Availability	13%	48%	30%	9%	2.6
	Skill of Personnel	12%	47%	30%	11%	2.6
2.6	On-site Tech Support Availability	6%	38%	28%	28%	2.2
	Skill of Personnel	11%	48%	23%	18%	2.5
2.7	Escalation Proced.	7%	42%	34%	17%	2.4
2.8	Prof. Services Availability	11%	44%	31%	14%	2.5
	Skill of Personnel	12%	51%	26%	11%	2.6
2.9	Responsiveness-S/W	8%	40%	33%	19%	2.4
2.10	Improve. in S/S	5%	35%	38%	22%	2.2

ALL RESPONDENTS ANSWERING QUESTIONS

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	42%
•	Automated Storage Mgmt.	46%
•	Performance Mgmt. Acc'ting	34%
•	Data Center Admin	22%
•	Security, Control & Audit	50%

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
a.	Functionality	24%	63%	11%	2%	3.1
b.	Integration	14%	57%	22%	7%	2.8
c.	Reliability	28%	59%	9%	4%	3.1
d.	Documentation	8%	45%	37%	10%	2.5
e.	Improv. in quality	4%	43%	38%	15%	2.4

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	68%
•	Application Development	33%

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
a.	Functionality	29%	57%	12%	2%	3.1
b.	Integration	19%	57%	20%	4%	2.9
c.	Reliability	29%	57%	12%	2%	3.1
d.	Documentation	8%	52%	35%	5%	2.6
e.	Improv. in quality	7%	45%	33%	15%	2.4

ALL RESPONDENTS ANSWERING QUESTIONS

3.3 Business Application Software

Respondents reporting types of Software

• Financial Mgmt.	74%
• Banking Mgmt.	13%
• Manufacturing Mgmt.	17%
• Distribution Mgmt.	10%
• H/R Mgmt.	8%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	18%	59%	17%	6%	2.9
b.	Integration	12%	54%	24%	10%	2.7
c.	Reliability	15%	56%	23%	6%	2.8
d.	Documentation	9%	32%	35%	24%	2.3
e.	Improv. in quality	4%	32%	38%	26%	2.1

ALL RESPONDENTS ANSWERING QUESTIONS

4. BUSINESS PRACTICES

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
4.1	Clarity/Compre.	4%	54%	30%	12%	2.5
4.2	Pricing/Conditions	4%	31%	41%	24%	2.1
4.3	Processing Speed	6%	53%	26%	15%	2.5
4.4	Invoice Accuracy	5%	38%	24%	33%	2.1
4.5	Ques/Prob.Resolution	4%	33%	24%	39%	2.0
4.6	Improve. in Ques.	3%	33%	26%	38%	2.0

ALL RESPONDENTS ANSWERING QUESTIONS

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	Mean <u>Rating</u>
5.1	CA90s Book	13%	61%	22%	4%	2.8
5.2	CA Exec. Report	9%	63%	26%	2%	2.8
5.3	CA Insight	10%	60%	27%	3%	2.8
5.4	Prod. Announcements	10%	54%	30%	6%	2.7
5.5	Pricing Handbook	4%	63%	30%	3%	2.7
5.6	Support Handbook	7%	65%	25%	3%	2.8
5.7	Doc. Price Guide	3%	66%	27%	4%	2.7

ALL RESPONDENTS ANSWERING QUESTIONS

6. GENERAL

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
6.1	Business Ease	9%	40%	31%	20%	2.4
6.2	Product Quality	13%	60%	23%	4%	2.8
6.3	Staff Quality	10%	52%	32%	6%	2.7
6.4	Svce/Support Qual.	10%	43%	34%	13%	2.5
6.5	Responsiveness	7%	38%	37%	18%	2.3
6.6	IS Req. Capability	5%	44%	37%	14%	2.4
6.7	Improve. in Comm.	9%	38%	28%	25%	2.3

RESPONDENTS WHO KNEW ACCOUNT MANAGER

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
1.1	Overall Relationship	25%	49%	20%	6%	2.9
1.2	Freq. of Visits	15%	45%	27%	13%	2.6
1.3	Knowledge of Co.	8%	39%	38%	15%	2.4
1.4	Solution Ability	10%	52%	28%	10%	2.6
1.5	Arrange for SE	24%	51%	17%	8%	2.9
1.6	Communicate CA Phil.	19%	53%	20%	8%	2.8
1.7	Client/Business Rel.	14%	48%	26%	12%	2.6
1.8	Improvements in AM	15%	45%	24%	16%	2.6

543 respondents

RESPONDENTS WHO KNEW ACCOUNT MANAGER

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
2.1	Delivery Time	18%	54%	21%	7%	2.8
2.2	Ease of Install.	7%	51%	31%	11%	2.5
2.3	Implementatation Ease	5%	47%	36%	12%	2.5
2.4	Qual.Prod. Train'g	8%	41%	34%	17%	2.4
2.5	Telephone Support Availability	14%	48%	30%	8%	2.7
	Skill of Personnel	13%	47%	31%	9%	2.6
2.6	On-site Tech Support Availability	8%	41%	27%	24%	2.3
	Skill of Personnel	13%	50%	22%	15%	2.6
2.7	Escalation Proced.	7%	44%	35%	14%	2.4
2.8	Prof. Services Availability	11%	46%	31%	12%	2.6
	Skill of Personnel	13%	52%	26%	9%	2.7
2.9	Responsiveness-S/W	8%	41%	34%	17%	2.4
2.10	Improve. in S/S	6%	38%	40%	16%	2.3

RESPONDENTS WHO KNEW ACCOUNT MANAGER

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	43%
•	Automated Storage Mgmt.	46%
•	Performance Mgmt. Acc'ting	35%
•	Data Center Admin	23%
•	Security, Control & Audit	54%

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
a.	Functionality	25%	65%	8%	2%	3.1
b.	Integration	14%	60%	22%	4%	2.8
c.	Reliability	30%	58%	8%	4%	3.1
d.	Documentation	9%	46%	36%	8%	2.6
e.	Improv. in quality	5%	45%	39%	11%	2.4

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	68%
•	Application Development	66%

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
a.	Functionality	27%	57%	13%	3%	3.1
b.	Integration	20%	58%	20%	2%	3.0
c.	Reliability	31%	57%	10%	2%	3.2
d.	Documentation	8%	54%	32%	6%	2.7
e.	Improv. in quality	8%	49%	31%	12%	2.5

RESPONDENTS WHO KNEW ACCOUNT MANAGER

3.3 Business Application Software

Respondents reporting types of Software

•	Financial Mgmt.	69%
•	Banking Mgmt.	14%
•	Manufacturing Mgmt.	21%
•	Distribution Mgmt.	12%
•	H/R Mgmt.	7%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	18%	60%	15%	7%	2.9
b.	Integration	12%	58%	21%	9%	2.7
c.	Reliability	16%	57%	21%	6%	2.8
d.	Documentation	10%	31%	36%	23%	2.3
e.	Improv. in quality	6%	36%	40%	18%	2.3

RESPONDENTS WHO KNEW ACCOUNT MANAGER

4. BUSINESS PRACTICES

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	Mean <u>Rating</u>
4.1	Clarity/Compre.	5%	56%	29%	10%	2.6
4.2	Pricing/Conditions	4%	33%	42%	21%	2.2
4.3	Processing Speed	7%	56%	25%	12%	2.6
4.4	Invoice Accuracy	5%	39%	24%	32%	2.2
4.5	Ques/Prob.Resolution	4%	34%	25%	37%	2.1
4.6	Improve. in Ques.	3%	36%	27%	34%	2.1

RESPONDENTS WHO KNEW ACCOUNT MANAGER

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	14%	62%	21%	3%	2.9
5.2	CA Exec. Report	10%	64%	25%	1%	2.8
5.3	CA Insight	10%	62%	27%	1%	2.8
5.4	Prod. Announcements	10%	57%	28%	5%	2.7
5.5	Pricing Handbook	5%	65%	27%	3%	2.7
5.6	Support Handbook	8%	67%	23%	2%	2.8
5.7	Doc. Price Guide	4%	67%	25%	4%	2.7

RESPONDENTS WHO KNEW ACCOUNT MANAGER

6. GENERAL

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
6.1	Business Ease	10%	44%	31%	15%	2.5
6.2	Product Quality	13%	62%	22%	3%	2.9
6.3	Staff Quality	12%	57%	27%	4%	2.8
6.4	Svce/Support Qual.	10%	46%	34%	10%	2.6
6.5	Responsiveness	8%	42%	37%	13%	2.4
6.6	IS Req. Capability	5%	48%	37%	10%	2.5
6.7	Improve. in Comm.	11%	42%	30%	17%	2.5

RESPONDENTS WHO DID NOT KNOW THEIR ACCOUNT MANAGER

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
1.1	Overall Relationship	0%	3%	16%	81%	1.2
1.2	Freq. of Visits	5%	1%	11%	83%	1.3
1.3	Knowledge of Co.	0%	3%	22%	75%	1.3
1.4	Solution Ability	0%	14%	29%	57%	1.6
1.5	Arrange for SE	6%	14%	31%	49%	1.8
1.6	Communicate CA Phil.	3%	13%	25%	59%	1.6
1.7	Client/Business Rel.	0%	5%	19%	76%	1.3
1.8	Improvements in AM	0%	5%	8%	87%	1.2

80 respondents

RESPONDENTS WHO DID NOT KNOW THEIR ACCOUNT MANAGER

2. PRODUCT SERVICE AND SUPPORT

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
2.1	Delivery Time	11%	41%	41%	7%	2.6
2.2	Ease of Install.	3%	44%	37%	16%	2.4
2.3	Implementatation Ease	2%	40%	38%	20%	2.2
2.4	Qual.Prod. Train'g	9%	17%	37%	37%	2.0
2.5	Telephone Support					
	Availability	7%	49%	32%	12%	2.5
	Skill of Personnel	7%	45%	31%	17%	2.4
2.6	On-site Tech Support					
	Availability	0%	18%	33%	49%	1.7
	Skill of Personnel	3%	22%	39%	36%	1.9
2.7	Escalation Proced.	4%	32%	34%	30%	2.1
2.8	Prof. Services					
	Availability	5%	24%	38%	33%	2.0
	Skill of Personnel	5%	33%	33%	29%	2.1
2.9	Responsiveness-S/W	6%	36%	38%	20%	2.3
2.10	Improve. in S/S	2%	18%	33%	47%	1.8

RESPONDENTS WHO DID NOT KNOW THEIR ACCOUNT MANAGER

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	38%
•	Automated Storage Mgmt.	53%
•	Performance Mgmt. Acc'ting	25%
•	Data Center Admin	17%
•	Security, Control & Audit	45%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	13%	57%	28%	2%	2.8
b.	Integration	6%	55%	23%	16%	2.5
c.	Reliability	17%	65%	13%	5%	2.9
d.	Documentation	4%	34%	49%	13%	2.3
e.	Improv. in quality	2%	34%	30%	34%	2.0

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	72%
•	Application Development	66%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	21%	64%	12%	3%	3.0
b.	Integration	7%	48%	29%	16%	2.5
c.	Reliability	12%	66%	19%	3%	2.9
d.	Documentation	3%	41%	50%	6%	2.4
e.	Improv. in quality	0%	17%	46%	37%	1.8

RESPONDENTS WHO DID NOT KNOW THEIR ACCOUNT MANAGER

3.3 Business Application Software

Respondents reporting types of Software

•	Financial Mgmt.	90%
•	Banking Mgmt.	16%
•	Manufacturing Mgmt.	11%
•	Distribution Mgmt.	5%
•	H/R Mgmt.	5%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	19%	57%	19%	5%	2.9
b.	Integration	20%	40%	25%	15%	2.7
c.	Reliability	14%	67%	14%	5%	2.9
d.	Documentation	10%	29%	38%	24%	2.2
e.	Improv. in quality	0%	12%	25%	63%	1.5

RESPONDENTS WHO DID NOT KNOW THEIR ACCOUNT MANAGER

4. BUSINESS PRACTICES

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
4.1	Clarity/Compre.	3%	38%	35%	24%	2.2
4.2	Pricing/Conditions	3%	16%	38%	43%	1.8
4.3	Processing Speed	5%	32%	37%	26%	2.2
4.4	Invoice Accuracy	5%	26%	21%	48%	1.9
4.5	Ques/Prob.Resolution	3%	26%	22%	49%	1.8
4.6	Improve. in Ques.	2%	16%	25%	57%	1.6

RESPONDENTS WHO DID NOT KNOW THEIR ACCOUNT MANAGER

5. MANAGEMENT LEVEL COMMUNICATIONS

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
5.1	CA90s Book	10%	45%	38%	7%	2.6
5.2	CA Exec. Report	3%	62%	28%	7%	2.6
5.3	CA Insight	6%	47%	35%	12%	2.5
5.4	Prod. Announcements	7%	30%	48%	15%	2.3
5.5	Pricing Handbook	4%	46%	46%	4%	2.5
5.6	Support Handbook	9%	53%	35%	3%	2.7
5.7	Doc. Price Guide	6%	47%	41%	6%	2.5

RESPONDENTS WHO DID NOT KNOW THEIR ACCOUNT MANAGER

6. GENERAL

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
6.1	Business Ease	4%	10%	38%	48%	1.7
6.2	Product Quality	12%	49%	33%	6%	2.7
6.3	Staff Quality	3%	26%	51%	20%	2.1
6.4	Svce/Support Qual.	5%	25%	43%	27%	2.1
6.5	Responsiveness	4%	11%	40%	45%	1.7
6.6	IS Req. Capability	0%	24%	44%	32%	1.9
6.7	Improve. in Comm.	0%	7%	14%	79%	1.3

USERS OF SYSTEMS MANAGEMENT SOFTWARE

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	Mean <u>Rating</u>
1.1	Overall Relationship	21%	43%	21%	15%	2.7
1.2	Freq. of Visits	13%	41%	26%	20%	2.5
1.3	Knowledge of Co.	6%	35%	37%	22%	2.3
1.4	Solution Ability	9%	50%	26%	16%	2.5
1.5	Arrange for SE	21%	49%	17%	13%	2.8
1.6	Communicate CA Phil.	17%	49%	21%	13%	2.7
1.7	Client/Business Rel.	12%	43%	26%	19%	2.5
1.8	Improvements in AM	13%	39%	24%	24%	2.4

542 respondents

89% of the respondents knew the name of their Account Manager.

USERS OF SYSTEMS MANAGEMENT SOFTWARE

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
2.1	Delivery Time	17%	55%	22%	6%	2.8
2.2	Ease of Install.	6%	51%	33%	10%	2.5
2.3	Implementatation Ease	4%	48%	36%	12%	2.4
2.4	Qual.Prod. Train'g	6%	38%	37%	19%	2.3
2.5	Telephone Support Availability	13%	48%	31%	8%	2.7
	Skill of Personnel	12%	46%	32%	10%	2.6
2.6	On-site Tech Support Availability	6%	39%	27%	28%	2.2
	Skill of Personnel	11%	47%	24%	18%	2.5
2.7	Escalation Proced.	7%	43%	34%	16%	2.4
2.8	Prof. Services Availability	11%	47%	29%	13%	2.6
	Skill of Personnel	11%	52%	26%	11%	2.6
2.9	Responsiveness-S/W	8%	41%	34%	17%	2.4
2.10	Improve. in S/S	6%	35%	39%	20%	2.3

USERS OF SYSTEMS MANAGEMENT SOFTWARE

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

• Automated Production Control	42%
• Automated Storage Mgmt.	46%
• Performance Mgmt. Acc'ting	34%
• Data Center Admin	22%
• Security, Control & Audit	50%

	Frequency				Mean Rating
	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a. Functionality	24%	63%	11%	2%	3.1
b. Integration	14%	57%	22%	7%	2.8
c. Reliability	29%	58%	9%	4%	3.1
d. Documentation	8%	46%	36%	10%	2.5
e. Improv. in quality	5%	43%	37%	15%	2.4

3.2 Information Management Software

Respondents reporting types of Software

• Database Mgmt. Systems	67%
• Application Development	68%

	Frequency				Mean Rating
	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a. Functionality	29%	55%	13%	3%	3.1
b. Integration	19%	58%	19%	4%	2.9
c. Reliability	29%	56%	12%	3%	3.1
d. Documentation	8%	52%	35%	5%	2.6
e. Improv. in quality	8%	45%	32%	15%	2.5

USERS OF SYSTEMS MANAGEMENT SOFTWARE

3.3 Business Application Software

Respondents reporting types of Software

•	Financial Mgmt.	70%
•	Banking Mgmt.	16%
•	Manufacturing Mgmt.	18%
•	Distribution Mgmt.	13%
•	H/R Mgmt.	3%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	18%	60%	15%	7%	2.9
b.	Integration	12%	52%	25%	11%	2.7
c.	Reliability	14%	58%	22%	6%	2.8
d.	Documentation	8%	37%	32%	23%	2.3
e.	Improv. in quality	5%	36%	42%	17%	2.3

USERS OF SYSTEMS MANAGEMENT SOFTWARE

4. BUSINESS PRACTICES

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	Mean <u>Rating</u>
4.1	Clarity/Compre.	5%	54%	31%	10%	2.5
4.2	Pricing/Conditions	4%	31%	42%	23%	2.1
4.3	Processing Speed	6%	54%	27%	13%	2.5
4.4	Invoice Accuracy	4%	39%	23%	34%	2.1
4.5	Ques/Prob.Resolution	4%	33%	24%	39%	2.0
4.6	Improve. in Ques.	3%	33%	27%	37%	2.0

USERS OF SYSTEMS MANAGEMENT SOFTWARE

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
5.1	CA90s Book	15%	59%	23%	3%	2.9
5.2	CA Exec. Report	10%	64%	24%	2%	2.8
5.3	CA Insight	11%	60%	27%	2%	2.8
5.4	Prod. Announcements	10%	52%	32%	6%	2.7
5.5	Pricing Handbook	4%	64%	29%	3%	2.7
5.6	Support Handbook	9%	64%	24%	3%	2.8
5.7	Doc. Price Guide	4%	66%	27%	3%	2.7

USERS OF SYSTEMS MANAGEMENT SOFTWARE

6. GENERAL

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
6.1	Business Ease	9%	41%	30%	20%	2.4
6.2	Product Quality	13%	61%	22%	4%	2.8
6.3	Staff Quality	11%	53%	30%	6%	2.7
6.4	Svce/Support Qual.	9%	44%	33%	14%	2.5
6.5	Responsiveness	7%	40%	35%	18%	2.4
6.6	IS Req. Capability	6%	43%	38%	13%	2.4
6.7	Improve. in Comm.	8%	39%	29%	24%	2.3

USERS OF INFORMATION MANAGEMENT SOFTWARE

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
1.1	Overall Relationship	21%	42%	21%	16%	2.7
1.2	Freq. of Visits	12%	42%	25%	21%	2.5
1.3	Knowledge of Co.	5%	33%	38%	24%	2.2
1.4	Solution Ability	8%	46%	28%	18%	2.4
1.5	Arrange for SE	20%	47%	20%	13%	2.7
1.6	Communicate CA Phil.	15%	49%	21%	15%	2.6
1.7	Client/Business Rel.	12%	42%	28%	18%	2.5
1.8	Improvements in AM	13%	40%	22%	25%	2.4

- 308 respondents
- 88% knew the name of their Account Manager.

USERS OF INFORMATION MANAGEMENT SOFTWARE

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
2.1	Delivery Time	15%	54%	24%	7%	2.8
2.2	Ease of Install.	7%	50%	31%	12%	2.5
2.3	Implementmation Ease	4%	46%	34%	16%	2.4
2.4	Qual.Prod. Train'g	9%	35%	35%	21%	2.3
2.5	Telephone Support Availability	13%	51%	28%	8%	2.7
	Skill of Personnel	11%	48%	30%	11%	2.6
2.6	On-site Tech Support Availability	6%	36%	29%	29%	2.2
	Skill of Personnel	9%	51%	22%	18%	2.5
2.7	Escalation Proced.	6%	43%	36%	15%	2.4
2.8	Prof. Services Availability	11%	39%	35%	15%	2.5
	Skill of Personnel	12%	47%	28%	13%	2.6
2.9	Responsiveness-S/W	8%	39%	33%	20%	2.3
2.10	Improve. in S/S	5%	32%	38%	25%	2.2

USERS OF INFORMATION MANAGEMENT SOFTWARE

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	45%
•	Automated Storage Mgmt.	43%
•	Performance Mgmt. Acc'ting	39%
•	Data Center Admin	23%
•	Security, Control & Audit	54%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	19%	69%	9%	3%	3.0
b.	Integration	11%	56%	27%	6%	2.7
c.	Reliability	25%	61%	9%	5%	3.1
d.	Documentation	3%	47%	40%	10%	2.4
e.	Improv. in quality	4%	43%	35%	18%	2.3

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	68%
•	Application Development	66%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	29%	56%	13%	2%	3.1
b.	Integration	19%	56%	21%	4%	2.9
c.	Reliability	30%	56%	12%	2%	3.1
d.	Documentation	8%	53%	34%	5%	2.6
e.	Improv. in quality	7%	46%	32%	15%	2.4

USERS OF INFORMATION MANAGEMENT SOFTWARE

3.3 Business Application Software

Respondents reporting types of Software

•	Financial Mgmt.	69%
•	Banking Mgmt.	14%
•	Manufacturing Mgmt.	30%
•	Distribution Mgmt.	11%
•	H/R Mgmt.	6%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	17%	60%	15%	8%	2.8
b.	Integration	12%	56%	19%	13%	2.7
c.	Reliability	12%	55%	26%	7%	2.7
d.	Documentation	6%	35%	38%	21%	2.3
e.	Improv. in quality	2%	35%	43%	20%	2.2

USERS OF INFORMATION MANAGEMENT SOFTWARE

4. BUSINESS PRACTICES

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
4.1	Clarity/Compre.	3%	50%	34%	13%	2.4
4.2	Pricing/Conditions	3%	29%	42%	26%	2.1
4.3	Processing Speed	4%	52%	30%	14%	2.5
4.4	Invoice Accuracy	4%	35%	26%	35%	2.1
4.5	Ques/Prob.Resolution	3%	32%	26%	39%	2.0
4.6	Improve. in Ques.	3%	31%	30%	36%	2.0

USERS OF INFORMATION MANAGEMENT SOFTWARE

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	16%	57%	24%	3%	2.9
5.2	CA Exec. Report	8%	65%	25%	2%	2.8
5.3	CA Insight	9%	62%	28%	1%	2.8
5.4	Prod. Announcements	10%	55%	29%	6%	2.7
5.5	Pricing Handbook	4%	63%	30%	3%	2.7
5.6	Support Handbook	7%	66%	24%	3%	2.8
5.7	Doc. Price Guide	2%	65%	27%	6%	2.6

USERS OF INFORMATION MANAGEMENT SOFTWARE

6. GENERAL

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
6.1	Business Ease	9%	43%	28%	20%	2.4
6.2	Product Quality	12%	63%	22%	3%	2.8
6.3	Staff Quality	10%	54%	30%	6%	2.7
6.4	Svce/Support Qual.	10%	42%	33%	15%	2.5
6.5	Responsiveness	7%	38%	38%	17%	2.4
6.6	IS Req. Capability	7%	44%	37%	12%	2.5
6.7	Improve. in Comm.	10%	37%	28%	25%	2.3

USERS OF BUSINESS APPLICATION SOFTWARE

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
1.1	Overall Relationship	21%	32%	26%	21%	2.5
1.2	Freq. of Visits	8%	35%	24%	33%	2.2
1.3	Knowledge of Co.	7%	28%	34%	31%	2.1
1.4	Solution Ability	10%	40%	24%	26%	2.3
1.5	Arrange for SE	23%	36%	23%	18%	2.6
1.6	Communicate CA Phil.	18%	37%	24%	21%	2.5
1.7	Client/Business Rel.	12%	33%	25%	30%	2.3
1.8	Improvements in AM	10%	34%	23%	33%	2.2

160 respondents

86% of the respondents knew the name of their Account Manager.

USERS OF BUSINESS APPLICATION SOFTWARE

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
2.1	Delivery Time	15%	44%	27%	14%	2.6
2.2	Ease of Install.	5%	39%	34%	22%	2.3
2.3	Implememtation Ease	2%	41%	36%	21%	2.2
2.4	Qual.Prod. Train'g	4%	34%	34%	28%	2.1
2.5	Telephone Support Availability	10%	44%	32%	14%	2.5
	Skill of Personnel	11%	42%	31%	16%	2.5
2.6	On-site Tech Support Availability	1%	32%	30%	37%	2.0
	Skill of Personnel	5%	48%	25%	22%	2.3
2.7	Escalation Proced.	6%	39%	30%	25%	2.3
2.8	Prof. Services Availability	11%	35%	25%	29%	2.3
	Skill of Personnel	16%	41%	25%	18%	2.6
2.9	Responsiveness-S/W	6%	33%	32%	29%	2.2
2.10	Improve. in S/S	3%	32%	35%	30%	2.1

USERS OF BUSINESS APPLICATION SOFTWARE

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	43%
•	Automated Storage Mgmt.	56%
•	Performance Mgmt. Acc'ting	45%
•	Data Center Admin	19%
•	Security, Control & Audit	47%

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
a.	Functionality	24%	63%	8%	5%	3.1
b.	Integration	12%	55%	23%	10%	2.7
c.	Reliability	26%	56%	12%	6%	3.0
d.	Documentation	2%	49%	33%	16%	2.4
e.	Improv. in quality	3%	44%	34%	19%	2.3

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	80%
•	Application Development	63%

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
a.	Functionality	26%	59%	15%	0%	3.1
b.	Integration	19%	58%	20%	3%	2.9
c.	Reliability	27%	59%	14%	0%	3.1
d.	Documentation	4%	51%	36%	9%	2.5
e.	Improv. in quality	0%	54%	28%	18%	2.4

USERS OF BUSINESS APPLICATION SOFTWARE

3.3 Business Application Software

Respondents reporting types of Software

•	Financial Mgmt.	74%
•	Banking Mgmt.	13%
•	Manufacturing Mgmt.	17%
•	Distribution Mgmt.	10%
•	H/R Mgmt.	8%

		Frequency				<u>Mean Rating</u>
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	18%	60%	17%	5%	2.9
b.	Integration	12%	56%	23%	9%	2.7
c.	Reliability	15%	57%	23%	5%	2.8
d.	Documentation	9%	33%	35%	23%	2.3
e.	Improv. in quality	3%	33%	39%	25%	2.1

USERS OF BUSINESS APPLICATION SOFTWARE

4. BUSINESS PRACTICES

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
4.1	Clarity/Compre.	4%	48%	33%	15%	2.4
4.2	Pricing/Conditions	5%	22%	43%	30%	2.0
4.3	Processing Speed	6%	47%	32%	15%	2.5
4.4	Invoice Accuracy	4%	29%	29%	38%	2.0
4.5	Ques/Prob.Resolution	4%	27%	29%	40%	1.9
4.6	Improve. in Ques.	1%	24%	28%	47%	1.8

USERS OF BUSINESS APPLICATION SOFTWARE

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	14%	56%	26%	4%	2.8
5.2	CA Exec. Report	7%	61%	31%	1%	2.7
5.3	CA Insight	9%	59%	30%	2%	2.8
5.4	Prod. Announcements	14%	53%	27%	6%	2.8
5.5	Pricing Handbook	7%	60%	29%	4%	2.7
5.6	Support Handbook	7%	62%	28%	3%	2.7
5.7	Doc. Price Guide	5%	58%	25%	12%	2.6

USERS OF BUSINESS APPLICATION SOFTWARE

6. GENERAL

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
6.1	Business Ease	6%	35%	33%	26%	2.2
6.2	Product Quality	12%	55%	25%	8%	2.7
6.3	Staff Quality	8%	49%	35%	8%	2.6
6.4	Svce/Support Qual.	8%	38%	33%	21%	2.3
6.5	Responsiveness	6%	28%	38%	28%	2.1
6.6	IS Req. Capability	6%	41%	39%	14%	2.4
6.7	Improve. in Comm.	9%	26%	32%	33%	2.1

ANALYSIS BY
GEOGRAPHIC AREA

GEOGRAPHIC GROUPINGS

Group 1 NY, MA, NH, RI, CT, VT, ME
Group 2 NJ, OH, PA
Group 3 DC, WV, DE, MI, NC, VA, KY, IN, MD
Group 4 SC, MO, LA, AL, FL, TN, AR, MS, GA
Group 5 TX, KS, OK
Group 6 IL, IA, ND, NE, WI, MN, SD
Group 7 NM, WY, WA, ID, NV, AZ, AK, CO, MT, OR, UT, CA, HI

GROUP 1

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
1.1	Overall Relationship	26%	46%	13%	15%	2.8
1.2	Freq. of Visits	20%	38%	16%	26%	2.5
1.3	Knowledge of Co.	7%	45%	27%	21%	2.4
1.4	Solution Ability	11%	56%	25%	8%	2.7
1.5	Arrange for SE	21%	55%	14%	10%	2.9
1.6	Communicate CA Phil.	17%	58%	17%	8%	2.8
1.7	Client/Business Rel.	11%	55%	17%	17%	2.6
1.8	Improvements in AM	21%	42%	14%	23%	2.6

87% of the respondents knew the name of their Account Manager.

GROUP 1

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
2.1	Delivery Time	15%	61%	14%	10%	2.8
2.2	Ease of Install.	3%	57%	28%	12%	2.5
2.3	Implementtation Ease	2%	50%	34%	14%	2.4
2.4	Qual.Prod. Train'g	7%	43%	25%	25%	2.3
2.5	Telephone Support Availability	10%	45%	40%	5%	2.6
	Skill of Personnel	8%	41%	44%	7%	2.5
2.6	On-site Tech Support Availability	3%	50%	10%	37%	2.2
	Skill of Personnel	7%	43%	14%	36%	2.2
2.7	Escalation Proced.	4%	30%	42%	24%	2.1
2.8	Prof. Services Availability	8%	54%	17%	21%	2.5
	Skill of Personnel	9%	64%	9%	18%	2.6
2.9	Responsiveness-S/W	4%	37%	36%	23%	2.2
2.10	Improve. in S/S	6%	34%	34%	26%	2.2

GROUP 1

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

· Automated Production Control	36%
· Automated Storage Mgmt.	64%
· Performance Mgmt. Acc'ting	38%
· Data Center Admin	15%
· Security, Control & Audit	49%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	28%	58%	11%	3%	3.1
b.	Integration	16%	55%	25%	4%	2.8
c.	Reliability	28%	54%	11%	7%	3.0
d.	Documentation	7%	47%	37%	9%	2.5
e.	Improv. in quality	2%	57%	28%	13%	2.5

3.2 Information Management Software

Respondents reporting types of Software

· Database Mgmt. Systems	81%
· Application Development	61%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	30%	61%	9%	0%	3.2
b.	Integration	21%	61%	18%	0%	3.0
c.	Reliability	21%	76%	3%	6%	3.2
d.	Documentation	13%	53%	28%	6%	2.7
e.	Improv. in quality	3%	50%	29%	18%	2.4

GROUP 1

3.3 Business Application Software

Respondents reporting types of Software

• Financial Mgmt.	80%
• Banking Mgmt.	10%
• Manufacturing Mgmt.	25%
• Distribution Mgmt.	10%
• H/R Mgmt.	0%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	24%	48%	19%	9%	2.9
b.	Integration	10%	55%	20%	15%	2.6
c.	Reliability	14%	62%	14%	10%	2.8
d.	Documentation	5%	14%	43%	38%	1.9
e.	Improv. in quality	6%	25%	25%	44%	1.9

GROUP 1

4. BUSINESS PRACTICES

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
4.1	Clarity/Compre.	5%	61%	25%	9%	2.6
4.2	Pricing/Conditions	5%	35%	35%	25%	2.2
4.3	Processing Speed	6%	55%	29%	10%	2.6
4.4	Invoice Accuracy	10%	44%	22%	24%	2.4
4.5	Ques/Prob.Resolution	8%	45%	13%	34%	2.3
4.6	Improve. in Ques.	2%	43%	16%	39%	2.1

GROUP 1

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	18%	46%	30%	6%	2.8
5.2	CA Exec. Report	14%	60%	20%	6%	2.8
5.3	CA Insight	9%	59%	28%	4%	2.7
5.4	Prod. Announcements	7%	58%	26%	9%	2.6
5.5	Pricing Handbook	6%	55%	32%	7%	2.6
5.6	Support Handbook	10%	65%	23%	2%	2.8
5.7	Doc. Price Guide	0%	61%	35%	4%	2.6

GROUP 1

6. GENERAL

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
6.1	Business Ease	7%	35%	33%	25%	2.2
6.2	Product Quality	11%	56%	27%	6%	2.7
6.3	Staff Quality	5%	61%	25%	9%	2.6
6.4	Svce/Support Qual.	4%	46%	38%	12%	2.4
6.5	Responsiveness	6%	31%	44%	19%	2.3
6.6	IS Req. Capability	4%	40%	32%	24%	2.2
6.7	Improve. in Comm.	15%	38%	23%	24%	2.4

GROUP 2

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
1.1	Overall Relationship	14%	39%	26%	21%	2.5
1.2	Freq. of Visits	11%	36%	26%	27%	2.3
1.3	Knowledge of Co.	7%	26%	43%	24%	2.2
1.4	Solution Ability	7%	42%	37%	14%	2.4
1.5	Arrange for SE	13%	46%	23%	18%	2.5
1.6	Communicate CA Phil.	14%	44%	23%	19%	2.5
1.7	Client/Business Rel.	14%	32%	32%	22%	2.4
1.8	Improvements in AM	10%	39%	22%	29%	2.3

84% of the respondents knew the name of their Account Manager.

GROUP 2

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
2.1	Delivery Time	20%	47%	22%	11%	2.8
2.2	Ease of Install.	11%	52%	28%	10%	2.6
2.3	Implementatation Ease	7%	44%	36%	13%	2.5
2.4	Qual.Prod. Train'g	6%	34%	39%	21%	2.2
2.5	Telephone Support Availability	13%	42%	38%	7%	2.6
	Skill of Personnel	10%	49%	34%	7%	2.6
2.6	On-site Tech Support Availability	4%	39%	27%	30%	2.2
	Skill of Personnel	8%	47%	28%	17%	2.5
2.7	Escalation Proced.	9%	37%	39%	15%	2.4
2.8	Prof. Services Availability	6%	57%	30%	7%	2.6
	Skill of Personnel	17%	48%	31%	4%	2.8
2.9	Responsiveness-S/W	8%	39%	36%	17%	2.4
2.10	Improve. in S/S	7%	29%	37%	27%	2.2

GROUP 2

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	51%
•	Automated Storage Mgmt.	41%
•	Performance Mgmt. Acc'ting	31%
•	Data Center Admin	28%
•	Security, Control & Audit	45%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	25%	54%	17%	4%	3.0
b.	Integration	15%	51%	25%	9%	2.7
c.	Reliability	26%	59%	11%	4%	3.1
d.	Documentation	9%	42%	37%	12%	2.5
e.	Improv. in quality	4%	44%	48%	4%	2.5

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	72%
•	Application Development	64%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	27%	58%	13%	2%	3.1
b.	Integration	19%	56%	19%	6%	2.9
c.	Reliability	35%	53%	8%	4%	3.2
d.	Documentation	17%	50%	25%	8%	2.8
e.	Improv. in quality	12%	39%	34%	15%	2.5

GROUP 2

3.3 Business Application Software

Respondents reporting types of Software

•	Financial Mgmt.	76%
•	Banking Mgmt.	5%
•	Manufacturing Mgmt.	38%
•	Distribution Mgmt.	0%
•	H/R Mgmt.	5%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	25%	42%	29%	4%	2.9
b.	Integration	20%	45%	30%	5%	2.8
c.	Reliability	17%	33%	46%	4%	2.6
d.	Documentation	13%	22%	43%	22%	2.3
e.	Improv. in quality	5%	20%	55%	20%	2.1

GROUP 2

4. BUSINESS PRACTICES

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
4.1	Clarity/Compre.	4%	56%	33%	7%	2.6
4.2	Pricing/Conditions	4%	31%	46%	19%	2.2
4.3	Processing Speed	6%	62%	21%	11%	2.6
4.4	Invoice Accuracy	1%	34%	31%	34%	2.0
4.5	Ques/Prob.Resolution	3%	33%	20%	44%	1.9
4.6	Improve. in Ques.	3%	31%	26%	40%	2.0

GROUP 2

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	10%	57%	33%	0%	2.8
5.2	CA Exec. Report	8%	60%	32%	0%	2.8
5.3	CA Insight	9%	63%	26%	2%	2.8
5.4	Prod. Announcements	4%	58%	35%	3%	2.6
5.5	Pricing Handbook	2%	57%	41%	0%	2.6
5.6	Support Handbook	5%	72%	20%	3%	2.8
5.7	Doc. Price Guide	3%	67%	27%	3%	2.7

GROUP 2

6. GENERAL

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
6.1	Business Ease	7%	39%	36%	18%	2.4
6.2	Product Quality	12%	63%	19%	6%	2.8
6.3	Staff Quality	9%	50%	37%	4%	2.6
6.4	Svce/Support Qual.	9%	44%	37%	10%	2.5
6.5	Responsiveness	6%	40%	34%	20%	2.3
6.6	IS Req. Capability	5%	47%	39%	9%	2.5
6.7	Improve. in Comm.	7%	43%	23%	27%	2.3

GROUP 3

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
1.1	Overall Relationship	23%	39%	22%	16%	2.7
1.2	Freq. of Visits	10%	38%	29%	23%	2.4
1.3	Knowledge of Co.	4%	37%	40%	19%	2.3
1.4	Solution Ability	7%	50%	27%	16%	2.5
1.5	Arrange for SE	22%	50%	16%	12%	2.8
1.6	Communicate CA Phil.	20%	49%	18%	13%	2.8
1.7	Client/Business Rel.	10%	46%	24%	20%	2.5
1.8	Improvements in AM	14%	43%	25%	18%	2.5

89% of the respondents knew the name of their Account Manager.

GROUP 3

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
2.1	Delivery Time	18%	50%	26%	6%	2.8
2.2	Ease of Install.	9%	40%	39%	12%	2.5
2.3	Implementtation Ease	6%	45%	36%	13%	2.4
2.4	Qual.Prod. Train'g	12%	39%	36%	13%	2.5
2.5	Telephone Support Availability	15%	55%	18%	12%	2.7
	Skill of Personnel	14%	47%	26%	13%	2.6
2.6	On-site Tech Support Availability	8%	37%	28%	27%	2.3
	Skill of Personnel	11%	50%	23%	16%	2.6
2.7	Escalation Proced.	6%	45%	38%	11%	2.5
2.8	Prof. Services Availability	9%	47%	22%	22%	2.4
	Skill of Personnel	16%	52%	19%	13%	2.7
2.9	Responsiveness-S/W	9%	38%	35%	18%	2.4
2.10	Improve. in S/S	1%	38%	42%	19%	2.2

GROUP 3

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

• Automated Production Control	47%
• Automated Storage Mgmt.	40%
• Performance Mgmt. Acc'ting	33%
• Data Center Admin	19%
• Security, Control & Audit	56%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	25%	62%	11%	2%	3.1
b.	Integration	15%	63%	17%	6%	2.9
c.	Reliability	33%	54%	10%	3%	3.2
d.	Documentation	13%	48%	31%	8%	2.7
e.	Improv. in quality	5%	45%	37%	13%	2.4

3.2 Information Management Software

Respondents reporting types of Software

• Database Mgmt. Systems	72%
• Application Development	60%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	41%	47%	12%	0%	3.3
b.	Integration	21%	55%	22%	2%	3.0
c.	Reliability	35%	49%	16%	0%	3.2
d.	Documentation	4%	50%	44%	2%	2.6
e.	Improv. in quality	9%	38%	36%	17%	2.4

GROUP 3

3.3 Business Application Software

Respondents reporting types of Software

- Financial Mgmt. 70%
- Banking Mgmt. 7%
- Manufacturing Mgmt. 17%
- Distribution Mgmt. 20%
- H/R Mgmt. 7%

		Frequency				<u>Mean Rating</u>
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	11%	64%	25%	0%	2.9
b.	Integration	8%	69%	15%	8%	2.8
c.	Reliability	14%	54%	25%	7%	2.8
d.	Documentation	7%	29%	39%	25%	2.2
e.	Improv. in quality	5%	32%	42%	21%	2.2

GROUP 3

4. BUSINESS PRACTICES

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
4.1	Clarity/Compre.	9%	48%	31%	12%	2.5
4.2	Pricing/Conditions	7%	27%	43%	23%	2.2
4.3	Processing Speed	8%	50%	26%	16%	2.5
4.4	Invoice Accuracy	7%	37%	23%	33%	2.2
4.5	Ques/Prob.Resolution	7%	27%	31%	35%	2.1
4.6	Improve. in Ques.	2%	32%	32%	34%	2.0

GROUP 3

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	20%	65%	14%	1%	3.0
5.2	CA Exec. Report	13%	69%	18%	0%	2.9
5.3	CA Insight	14%	61%	24%	1%	2.9
5.4	Prod. Announcements	12%	56%	27%	5%	2.7
5.5	Pricing Handbook	5%	62%	29%	4%	2.7
5.6	Support Handbook	9%	68%	21%	2%	2.8
5.7	Doc. Price Guide	5%	64%	27%	4%	2.7

GROUP 3

6. GENERAL

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
6.1	Business Ease	11%	41%	29%	19%	2.5
6.2	Product Quality	16%	58%	25%	1%	2.9
6.3	Staff Quality	12%	56%	27%	5%	2.8
6.4	Svce/Support Qual.	8%	46%	32%	14%	2.5
6.5	Responsiveness	4%	41%	39%	16%	2.3
6.6	IS Req. Capability	5%	49%	34%	12%	2.5
6.7	Improve. in Comm.	8%	37%	30%	25%	2.3

GROUP 4

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
1.1	Overall Relationship	25%	38%	16%	21%	2.7
1.2	Freq. of Visits	11%	41%	24%	24%	2.4
1.3	Knowledge of Co.	7%	42%	27%	24%	2.3
1.4	Solution Ability	10%	50%	18%	22%	2.5
1.5	Arrange for SE	26%	40%	15%	19%	2.7
1.6	Communicate CA Phil.	14%	51%	16%	19%	2.6
1.7	Client/Business Rel.	15%	47%	18%	20%	2.6
1.8	Improvements in AM	13%	41%	18%	28%	2.4

85% of the respondents knew the name of their Account Manager.

GROUP 4

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
2.1	Delivery Time,	21%	50%	22%	7%	2.9
2.2	Ease of Install.	6%	45%	35%	14%	2.4
2.3	Implementtation Ease	2%	44%	37%	17%	2.3
2.4	Qual.Prod. Train'g	6%	39%	36%	19%	2.3
2.5	Telephone Support Availability	12%	42%	36%	10%	2.6
	Skill of Personnel	12%	42%	34%	12%	2.6
2.6	On-site Tech Support Availability	5%	37%	35%	23%	2.2
	Skill of Personnel	9%	55%	17%	19%	2.5
2.7	Escalation Proced.	7%	38%	34%	21%	2.3
2.8	Prof. Services Availability	13%	44%	30%	13%	2.6
	Skill of Personnel	10%	48%	28%	14%	2.6
2.9	Responsiveness-S/W	7%	37%	34%	22%	2.3
2.10	Improve. in S/S	4%	40%	33%	23%	2.3

GROUP 4

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	48%
•	Automated Storage Mgmt.	51%
•	Performance Mgmt. Acc'ting	33%
•	Data Center Admin	21%
•	Security, Control & Audit	53%

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
a.	Functionality	26%	60%	13%	1%	3.1
b.	Integration	13%	57%	24%	6%	2.8
c.	Reliability	32%	51%	10%	7%	3.1
d.	Documentation	8%	41%	39%	12%	2.4
e.	Improv. in quality	11%	41%	28%	20%	2.4

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	54%
•	Application Development	72%

		Frequency				
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
a.	Functionality	25%	60%	11%	4%	3.1
b.	Integration	14%	66%	16%	4%	2.9
c.	Reliability	25%	59%	8%	8%	3.0
d.	Documentation	6%	64%	28%	2%	2.7
e.	Improv. in quality	2%	57%	22%	19%	2.4

GROUP 4

3.3 Business Application Software

Respondents reporting types of Software

• Financial Mgmt.	65%
• Banking Mgmt.	24%
• Manufacturing Mgmt.	6%
• Distribution Mgmt.	15%
• H/R Mgmt.	15%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	22%	64%	6%	8%	3.0
b.	Integration	17%	51%	23%	9%	2.8
c.	Reliability	25%	47%	20%	8%	2.9
d.	Documentation	14%	39%	27%	19%	2.5
e.	Improv. in quality	4%	44%	30%	22%	2.3

GROUP 4

4. BUSINESS PRACTICES

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
4.1	Clarity/Compre.	4%	55%	31%	10%	2.5
4.2	Pricing/Conditions	3%	34%	36%	27%	2.1
4.3	Processing Speed	4%	59%	30%	7%	2.6
4.4	Invoice Accuracy	8%	40%	21%	31%	2.2
4.5	Ques/Prob.Resolution	7%	33%	24%	36%	2.1
4.6	Improve. in Ques.	5%	40%	22%	33%	2.2

GROUP 4

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	16%	53%	26%	5%	2.8
5.2	CA Exec. Report	12%	56%	28%	4%	2.8
5.3	CA Insight	13%	59%	23%	5%	2.8
5.4	Prod. Announcements	19%	50%	25%	6%	2.8
5.5	Pricing Handbook	7%	66%	27%	0%	2.8
5.6	Support Handbook	11%	60%	26%	3%	2.8
5.7	Doc. Price Guide	6%	63%	29%	2%	2.7

GROUP 4

6. GENERAL

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
6.1	Business Ease	11%	42%	31%	16%	2.5
6.2	Product Quality	15%	57%	22%	6%	2.8
6.3	Staff Quality	13%	55%	26%	6%	2.8
6.4	Svce/Support Qual.	12%	43%	31%	14%	2.5
6.5	Responsiveness	9%	41%	34%	16%	2.4
6.6	IS Req. Capability	6%	50%	27%	17%	2.4
6.7	Improve. in Comm.	10%	42%	25%	23%	2.4

GROUP 5

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	Mean <u>Rating</u>
1.1	Overall Relationship	21%	45%	17%	17%	2.7
1.2	Freq. of Visits	13%	51%	14%	22%	2.5
1.3	Knowledge of Co.	3%	41%	28%	28%	2.2
1.4	Solution Ability	14%	45%	22%	19%	2.5
1.5	Arrange for SE	22%	45%	19%	14%	2.7
1.6	Communicate CA Phil.	13%	54%	16%	17%	2.6
1.7	Client/Business Rel.	10%	44%	25%	21%	2.4
1.8	Improvements in AM	10%	39%	24%	27%	2.3

93% of the respondents knew the name of their Account Manager.

GROUP 5

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
2.1	Delivery Time	14%	56%	26%	4%	2.8
2.2	Ease of Install.	8%	39%	38%	15%	2.4
2.3	Implememtation Ease	8%	44%	35%	13%	2.5
2.4	Qual.Prod. Train'g	11%	31%	28%	30%	2.2
2.5	Telephone Support Availability	16%	47%	23%	14%	2.6
	Skill of Personnel	15%	47%	24%	14%	2.6
2.6	On-site Tech Support Availability	16%	32%	16%	36%	2.3
	Skill of Personnel	23%	34%	23%	20%	2.6
2.7	Escalation Proced.	6%	46%	30%	18%	2.4
2.8	Prof. Services Availability	14%	45%	32%	9%	2.6
	Skill of Personnel	13%	41%	32%	13%	2.5
2.9	Responsiveness-S/W	11%	40%	26%	23%	2.4
2.10	Improve. in S/S	4%	31%	40%	25%	2.2

GROUP 5

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	33%
•	Automated Storage Mgmt.	46%
•	Performance Mgmt. Acc'ting	33%
•	Data Center Admin	25%
•	Security, Control & Audit	50%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	23%	65%	8%	4%	3.1
b.	Integration	16%	60%	16%	8%	2.8
c.	Reliability	23%	63%	10%	4%	3.1
d.	Documentation	8%	40%	42%	10%	2.5
e.	Improv. in quality	2%	39%	44%	15%	2.3

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	55%
•	Application Development	66%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	18%	57%	21%	4%	2.9
b.	Integration	22%	48%	26%	4%	2.9
c.	Reliability	21%	57%	18%	4%	3.0
d.	Documentation	7%	50%	32%	11%	2.5
e.	Improv. in quality	5%	50%	40%	5%	2.6

GROUP 5

3.3 Business Application Software

Respondents reporting types of Software

•	Financial Mgmt.	63%
•	Banking Mgmt.	0%
•	Manufacturing Mgmt.	25%
•	Distribution Mgmt.	25%
•	H/R Mgmt.	25%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	0%	63%	37%	0%	2.6
b.	Integration	0%	50%	38%	12%	2.4
c.	Reliability	12%	50%	25%	13%	2.6
d.	Documentation	0%	12%	28%	50%	1.6
e.	Improv. in quality	0%	0%	33%	67%	1.3

GROUP 5

4. BUSINESS PRACTICES

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
4.1	Clarity/Compre.	1%	52%	31%	16%	2.4
4.2	Pricing/Conditions	3%	31%	42%	24%	2.1
4.3	Processing Speed	8%	43%	25%	24%	2.3
4.4	Invoice Accuracy	6%	37%	20%	37%	2.1
4.5	Ques/Prob.Resolution	1%	34%	23%	42%	2.0
4.6	Improve. in Ques.	0%	33%	31%	36%	2.0

GROUP 5

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	12%	67%	12%	9%	2.8
5.2	CA Exec. Report	6%	66%	28%	0%	2.8
5.3	CA Insight	9%	60%	27%	4%	2.8
5.4	Prod. Announcements	5%	58%	30%	7%	2.6
5.5	Pricing Handbook	0%	73%	27%	0%	2.7
5.6	Support Handbook	2%	65%	31%	2%	2.7
5.7	Doc. Price Guide	0%	77%	17%	6%	2.7

GROUP 5

6. GENERAL

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
6.1	Business Ease	10%	38%	27%	25%	2.3
6.2	Product Quality	14%	63%	22%	1%	2.9
6.3	Staff Quality	10%	52%	30%	8%	2.7
6.4	Svce/Support Qual.	12%	40%	34%	14%	2.5
6.5	Responsiveness	6%	40%	30%	24%	2.3
6.6	IS Req. Capability	8%	43%	31%	18%	2.4
6.7	Improve. in Comm.	2%	45%	30%	23%	2.3

GROUP 6

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	<u>Frequency Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
1.1	Overall Relationship	14%	45%	24%	17%	2.6
1.2	Freq. of Visits	9%	38%	31%	22%	2.3
1.3	Knowledge of Co.	8%	23%	38%	31%	2.1
1.4	Solution Ability	5%	44%	29%	22%	2.3
1.5	Arrange for SE	15%	47%	24%	14%	2.6
1.6	Communicate CA Phil.	15%	40%	30%	15%	2.5
1.7	Client/Business Rel.	10%	39%	28%	23%	2.4
1.8	Improvements in AM	6%	36%	27%	31%	2.2

88% of the respondents knew the name of their Account Manager.

GROUP 6

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
2.1	Delivery Time	12%	55%	23%	10%	2.7
2.2	Ease of Install.	5%	49%	33%	13%	2.5
2.3	Implementatation Ease	5%	45%	37%	13%	2.4
2.4	Qual.Prod. Train'g	6%	34%	39%	21%	2.2
2.5	Telephone Support					
	Availability	12%	49%	28%	11%	2.6
	Skill of Personnel	15%	47%	26%	12%	2.6
2.6	On-site Tech Support					
	Availability	9%	35%	30%	26%	2.3
	Skill of Personnel	15%	48%	26%	11%	2.7
2.7	Escalation Proced.	6%	48%	29%	17%	2.4
2.8	Prof. Services					
	Availability	15%	29%	40%	16%	2.4
	Skill of Personnel	12%	46%	32%	10%	2.6
2.9	Responsiveness-S/W	7%	41%	36%	16%	2.4
2.10	Improve. in S/S	6%	31%	43%	20%	2.2

GROUP 6

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	33%
•	Automated Storage Mgmt.	53%
•	Performance Mgmt. Acc'ting	33%
•	Data Center Admin	21%
•	Security, Control & Audit	46%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	20%	72%	6%	2%	3.1
b.	Integration	11%	61%	21%	7%	2.8
c.	Reliability	23%	68%	7%	2%	3.1
d.	Documentation	7%	47%	36%	10%	2.5
e.	Improv. in quality	2%	37%	40%	21%	2.2

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	67%
•	Application Development	71%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	35%	48%	14%	3%	3.2
b.	Integration	21%	58%	18%	3%	3.0
c.	Reliability	33%	50%	17%	0%	3.2
d.	Documentation	8%	42%	42%	8%	2.5
e.	Improv. in quality	10%	42%	34%	14%	2.5

GROUP 6

3.3 Business Application Software

Respondents reporting types of Software

• Financial Mgmt.	80%
• Banking Mgmt.	14%
• Manufacturing Mgmt.	14%
• Distribution Mgmt.	3%
• H/R Mgmt.	3%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	15%	64%	12%	9%	2.8
b.	Integration	13%	50%	28%	9%	2.7
c.	Reliability	6%	73%	18%	3%	2.8
d.	Documentation	12%	52%	18%	18%	2.6
e.	Improv. in quality	4%	42%	27%	27%	2.2

GROUP 6

4. BUSINESS PRACTICES

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
4.1	Clarity/Compre.	4%	52%	29%	15%	2.4
4.2	Pricing/Conditions	2%	31%	40%	27%	2.1
4.3	Processing Speed	8%	47%	23%	22%	2.4
4.4	Invoice Accuracy	3%	35%	23%	39%	2.0
4.5	Ques/Prob.Resolution	2%	28%	26%	44%	1.9
4.6	Improve. in Ques.	2%	29%	28%	41%	1.9

GROUP 6

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	9%	65%	25%	1%	2.8
5.2	CA Exec. Report	4%	69%	27%	0%	2.8
5.3	CA Insight	5%	63%	31%	1%	2.7
5.4	Prod. Announcements	8%	47%	36%	9%	2.5
5.5	Pricing Handbook	4%	59%	30%	7%	2.6
5.6	Support Handbook	7%	57%	33%	3%	2.7
5.7	Doc. Price Guide	3%	59%	31%	7%	2.6

GROUP 6

6. GENERAL

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
6.1	Business Ease	8%	40%	31%	21%	2.4
6.2	Product Quality	10%	63%	23%	4%	2.8
6.3	Staff Quality	6%	50%	36%	8%	2.6
6.4	Svce/Support Qual.	10%	42%	32%	16%	2.5
6.5	Responsiveness	6%	35%	40%	19%	2.3
6.6	IS Req. Capability	5%	41%	45%	9%	2.4
6.7	Improve. in Comm.	8%	30%	36%	26%	2.2

GROUP 7

1. ACCOUNT MANAGEMENT

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	Mean <u>Rating</u>
1.1	Overall Relationship	22%	37%	22%	19%	2.6
1.2	Freq. of Visits	18%	30%	25%	27%	2.4
1.3	Knowledge of Co.	9%	24%	41%	26%	2.2
1.4	Solution Ability	10%	37%	36%	17%	2.4
1.5	Arrange for SE	24%	39%	16%	21%	2.7
1.6	Communicate CA Phil.	20%	41%	21%	18%	2.6
1.7	Client/Business Rel.	11%	35%	29%	25%	2.3
1.8	Improvements in AM	18%	28%	22%	32%	2.3

84% of the respondents knew the name of their Account Manager.

GROUP 7

2. PRODUCT SERVICE AND SUPPORT

		<u>Very Good</u>	<u>Frequency</u> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean</u> <u>Rating</u>
2.1	Delivery Time	17%	51%	28%	4%	2.8
2.2	Ease of Install.	7%	57%	27%	9%	2.6
2.3	Implementatation Ease	6%	48%	33%	13%	2.5
2.4	Qual.Prod. Train'g	7%	41%	36%	15%	2.4
2.5	Telephone Support Availability	13%	55%	27%	5%	2.7
	Skill of Personnel	10%	56%	28%	6%	2.7
2.6	On-site Tech Support Availability	2%	39%	35%	23%	2.2
	Skill of Personnel	5%	49%	29%	17%	2.4
2.7	Escalation Proced.	5%	53%	25%	17%	2.5
2.8	Prof. Services Availability	8%	46%	42%	4%	2.6
	Skill of Personnel	4%	61%	26%	9%	2.6
2.9	Responsiveness-S/W	8%	50%	27%	15%	2.5
2.10	Improve. in S/S	6%	41%	29%	14%	2.4

GROUP 7

3. PRODUCT QUALITY

3.1 Systems Management Software

Respondents reporting types of Software

•	Automated Production Control	44%
•	Automated Storage Mgmt.	46%
•	Performance Mgmt. Acc'ting	40%
•	Data Center Admin	24%
•	Security, Control & Audit	52%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	25%	65%	10%	0%	3.2
b.	Integration	19%	52%	24%	5%	2.9
c.	Reliability	32%	60%	6%	2%	3.2
d.	Documentation	10%	48%	37%	5%	2.6
e.	Improv. in quality	5%	40%	36%	19%	2.3

3.2 Information Management Software

Respondents reporting types of Software

•	Database Mgmt. Systems	70%
•	Application Development	70%

		Frequency				Mean
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Rating</u>
a.	Functionality	13%	77%	7%	3%	3.0
b.	Integration	14%	54%	25%	7%	2.8
c.	Reliability	27%	63%	10%	0%	3.2
d.	Documentation	3%	60%	37%	0%	2.7
e.	Improv. in quality	5%	41%	36%	18%	2.3

GROUP 7

3.3 Business Application Software

Respondents reporting types of Software

·	Financial Mgmt.	80%
·	Banking Mgmt.	30%
·	Manufacturing Mgmt.	0%
·	Distribution Mgmt.	0%
·	H/R Mgmt.	10%

		Frequency				Mean Rating
		<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	
a.	Functionality	18%	64%	9%	9%	2.9
b.	Integration	11%	56%	22%	11%	2.7
c.	Reliability	20%	70%	10%	0%	3.1
d.	Documentation	0%	20%	70%	10%	2.1
e.	Improv. in quality	0%	17%	83%	0%	2.2

GROUP 7

4. BUSINESS PRACTICES

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	Mean <u>Rating</u>
4.1	Clarity/Compre.	6%	53%	30%	11%	2.5
4.2	Pricing/Conditions	4%	29%	47%	20%	2.2
4.3	Processing Speed	6%	52%	32%	9%	2.6
4.4	Invoice Accuracy	1%	42%	24%	33%	2.1
4.5	Ques/Prob.Resolution	3%	39%	23%	35%	2.1
4.6	Improve. in Ques.	5%	28%	28%	39%	2.0

GROUP 7

5. MANAGEMENT LEVEL COMMUNICATIONS

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Mean Rating</u>
5.1	CA90s Book	9%	73%	12%	6%	2.8
5.2	CA Exec. Report	8%	60%	26%	6%	2.7
5.3	CA Insight	10%	53%	34%	3%	2.7
5.4	Prod. Announcements	10%	59%	5.4 Prod. Announcements	10%	
5.5	Pricing Handbook	6%	72%	22%	0%	2.8
5.6	Support Handbook	9%	75%	16%	0%	2.9
5.7	Doc. Price Guide	4%	75%	21%	0%	2.8

GROUP 7

6. GENERAL

		<u>Very Good</u>	Frequency <u>Good</u>	<u>Fair</u>	<u>Poor</u>	Mean <u>Rating</u>
6.1	Business Ease	10%	38%	33%	19%	2.4
6.2	Product Quality	14%	60%	22%	4%	2.8
6.3	Staff Quality	13%	41%	42%	4%	2.6
6.4	Svce/Support Qual.	14%	36%	38%	12%	2.5
6.5	Responsiveness	9%	36%	37%	18%	2.4
6.6	IS Req. Capability	4%	36%	46%	14%	2.3
6.7	Improve. in Comm.	10%	34%	29%	27%	2.3

